

*information guide*  
2015



macadamia care  
people who care about people

*Any village that incorporates a Macadamia Care Centre, understands the need to offer its residents a premium care service as part of their decision to move to a retirement village. Macadamia Care currently provides world-class care at each of their existing village facilities in Tzaneen, Nelspruit, Mataffin, White River and Polokwane - with new village care centres being launched each year.*

*Whether the focus of your search for a village is based purely on a need for a secure, serene environment during your retirement, or on the need for access to both independent-living as well as assisted-living care in the comfort of your own home, Macadamia Care offers a wide range of lifestyle and care options.*





Macadamia Care services are anchored on the cornerstone of wellbeing. The word “well-being” speaks of comfort, security, health, happiness, welfare and safety – all of which are central components of the Macadamia Care philosophy.

Macadamia Care offers two types of caring service, namely:

- ✿ Assisted Living
- ✿ Frail Care

Every village offers frail care services within the Macadamia Care centre, which is operated by qualified nursing staff and trained caregivers who are on-call 24 hours a day. The well-equipped care centres are usually nestled in the centre of the villages, allowing staff to move easily around the complex to cater to residents' needs.

While priority access is given to village homeowners, servicing the outside community (at a premium) allows Macadamia Care to ensure a sustainable and affordable service to the village residents.

Every effort is made to retain a sick bay bed for use by residents who require close care for short periods following hospitalisation or serious illness.

Another feature of Macadamia Care is our compassionate memory support programmes offered to those who live with Alzheimer's and other related illness, with the help of this carefully structured programme, staff assist residents to maintain a daily routine that creates a sense of independence and improves their quality of life.

*well-being*

*“Macadamia Care is one of a kind,  
with the most caring, friendly and  
positive staff I've ever met.”  
-Mariëtte van Rensburg*







## *assisted living*

Our villages are designed to include apartments for assisted care where residents have access to any level of assisted-living support through a personalised programme to suit their needs or preferred lifestyle. This service is also made available to the village residents, in part based on the outcome of regular vulnerability assessments performed by the qualified staff and if necessary, reviewed with the resident's personal doctor.

The Macadamia Care concept is a simple one - it is about compassion and fulfilling the needs of people seeking a quality of life that can only be provided for by a dedicated organisation such as Macadamia Care, which understands elder care.

At Macadamia Care, our passion is all about making your world a better place.





The Macadamia Care programmes start with a minimum level of service that traditionally includes:

- ✿ An emergency panic button
- ✿ Clinic check-ups (blood pressure and glucose)
- ✿ A daily main meal
- ✿ Laundry and house cleaning

Additional services are available at reasonable rates and typically include:

- ✿ Additional meals per day
- ✿ Assistance getting into and out of bed
- ✿ Medication management
- ✿ Regular personal checks
- ✿ Exercise routines
- ✿ Feeding assistance
- ✿ Bathing assistance
- ✿ Dressing assistance

## *assisted living services*

*“As a widow I enjoy the safety and security of living in this little community.”*

*-Kathy Kerr*



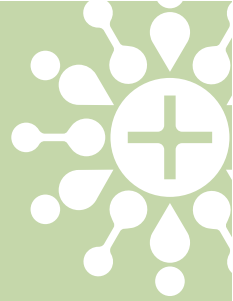


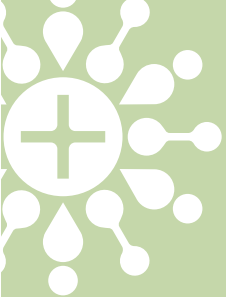


*frail care*



[www.macadamiacare.com](http://www.macadamiacare.com)





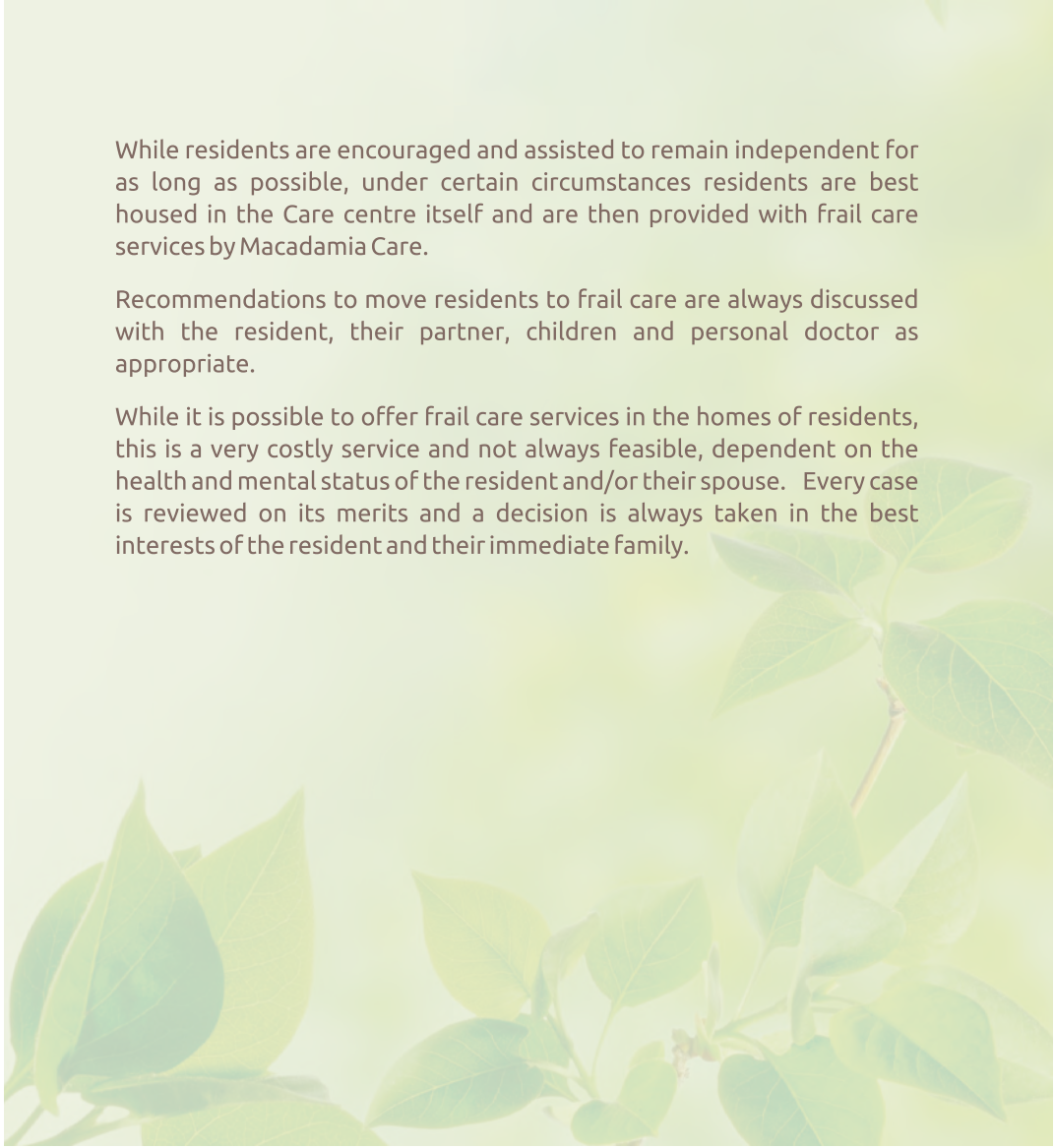
## *frail care*

While residents are encouraged and assisted to remain independent for as long as possible, under certain circumstances residents are best housed in the Care centre itself and are then provided with frail care services by Macadamia Care.

Recommendations to move residents to frail care are always discussed with the resident, their partner, children and personal doctor as appropriate.

While it is possible to offer frail care services in the homes of residents, this is a very costly service and not always feasible, dependent on the health and mental status of the resident and/or their spouse. Every case is reviewed on its merits and a decision is always taken in the best interests of the resident and their immediate family.

*"I cannot wish for better.  
Everything is done for you and  
with a big smile, nothing is too big  
or too small to do."  
-Trudie Lategan*





Frail care services provided in the care centre conventionally comprise of:

- \* All meals and refreshments
- \* All laundry
- \* All housekeeping and cleaning
- \* 24/7 Close monitoring of the resident
- \* Medicine management
- \* Bathing, dressing and feeding as required

## *frail care services*

*“My mother is very happy at Macadamia. The facility is like a holiday resort - clean and beautiful. The staff is amazing.”  
-Amelia Labuschagne*





Macadamia Care strives to ensure that regardless of whether residents are receiving assisted living or frail care services, their daily lives are enriched by a range of normal activities that ensure continued dignity and a positive and balanced outlook on life.

The provision of the following customary personal services and activities (sometimes at an additional fee) ensures that as high a quality of life as possible is provided:

- ✿ Hairdressing & Barber
- ✿ Podiatry
- ✿ Television
- ✿ Board games
- ✿ Communal activities
- ✿ Clubs
- ✿ Church meetings

These activities assist residents to get to know each other, make friends and essentially instil a greater sense of community and support. We have discovered that this approach has a significantly positive impact on the health and well being of our residents.

*a caring community*

*Macadamia Care*

*“People who care about people”*

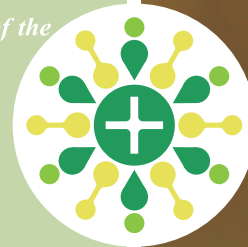
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## *our logo*

*Our logo is a cross section through a Macadamia flower.*

*Every element has been shaped to symbolize attributes consistent with Macadamia Care's ethos. Each element has been separated from the next to emphasise the independent lifestyle Macadamia Care offers in the form of their Assisted Living service. The encircled medical cross is representative of the Frail Care and accompanied medical facilities and nursing staff they provide. The linked circles represent relationships between people and re-enforces Macadamia Care's slogan: "People who care about people". The concentric arrangement of these symbolic elements pivoted on the medical cross at the centre alludes to a sense of community, with Macadamia Care at the heart of it. The sum of these elemental parts is contained within a circular shape which is symbolic of unity, wholeness and inclusion. Green is chosen because of the restful essence of the colour, it is symbolic of nature, life and health.*





WHITE RIVER, Macadamia Village, Impala Street, Parkville (25°19'34"S 31°00'12"E)  
P.O. Box 895, White River, 1240  
Tel No: Care Centre Manager (013) 750 0173  
Nurses Station (013) 750 0177  
Fax (013) 750 2443  
Cell 082 312 6382  
email whiteriver@macadamiacare.com  
Care Centre Manager: Sr. Belinda Esterhuizen

NELSPRUIT, Macadamia Village, 31 Orange Street, Westacres (25°29'06"S 30°57'06"E)  
P.O. Box 9511, Nelspruit, 1200  
Tel No: Care Centre Manager (013) 741 4256  
Nurses Station (013) 741 4192  
Fax (013) 741 4256  
Cell 072 479 0939  
email nelspruit@macadamiacare.com  
Care Centre Manager: Sr. Mauveen Matheson

TZANEEN, Macadamia Village, Aqualaan, Aquapark (23°49'15"S 30°08'06"E)  
P.O. Box 4028, Tzaneen, 0850  
Tel No: Care Centre Manager (015) 307 1019  
Nurses Station (015) 307 1019  
Fax (015) 307 2656  
Cell 072 632 9684  
email tzaneen@macadamiacare.com  
Care Centre Manager: Sr. Lauren Naudé

MATAFFIN, Macadamia Mataffin Village, Nelspruit (25°27'23"S 30°56'40"E)  
P.O. Box 895, White River, 1240  
Tel No: Care Centre Manager (013) 007 0811  
Nurses Station (013) 007 0800  
Fax 086 762 9514  
Cell 079 018 2860  
email mataffin@macadamiacare.com  
Care Centre Manager: Lindy Forbes

POLOKWANE, Macadamia Village: The Aloes, Bendor Ext 120 (23°52'08"S 29°29'48"E)  
P.O. Box 4028, Tzaneen, 0850  
Tel No: Fax 086 762 9514  
Cell 072 112 6627  
email polokwane@macadamiacare.com  
Care Centre Manager: Sr. Karien van Rensburg

## *contact us*

### **General Enquiries:**

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080 (mac care)

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[www.macadamiacare.com](http://www.macadamiacare.com)

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Macadamia villages are unique environments, developed to meet the needs of residents in a particular geographic area of the country. Specific services available and pricing differs from village to village, but the same Macadamia Care philosophy will be found at all our sites.

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